

## 2006 ADMINISTRATIVE PROFESSIONALS CONFERENCE

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You are an Essential Piece



Are an  
Essential Piece

Workshop Guide &  
Presenter Information

SPONSORED BY THE ALBUQUERQUE-SANTA FE FEDERAL EXECUTIVE BOARD

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# Administrative Professionals Conference

## April 5<sup>th</sup> & 6<sup>th</sup>, 2006

### Albuquerque, New Mexico

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Albuquerque-Santa Fe Federal Executive Board  
PO Box 156  
Albuquerque, NM 87103  
(505) 248-6413

You're alive. Do something. The directive in life, the moral imperative was so uncomplicated. It could be expressed in single words, not complete sentences. It sounded like this: Look. Listen. Choose. Act.

Barbara Hall

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Always bear in mind that your own resolution to succeed is more important than any one thing.

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Abraham Lincoln  
16th president of US (1809 - 1865)

# A Message from the Albuquerque-Santa Fe Federal Executive Board Co-Chair *U.S. Attorney David Iglesias*



## Administrative Professionals:

The job of an Administrative professional requires a fine balancing act. On one hand, you service your customers at the high level they expect and deserve, and on the other hand, you often must scramble for the resources and means to provide such support within a framework of ever-changing procedures, guidelines, and directives. Many agencies have had budget cuts and staff shortages, which may be challenging for you.

The response to this is to not only work harder, but to work smarter, to optimize results and ensure that your primary mission is delivered efficiently and effectively.

It is our hope that the 2006 Administrative Professionals Conference will provide you with additional tools and resources to assist you in continuing to provide top quality service to your agencies. Take advantage of these two days to enhance your skills and network with others, while enjoying the time away from your offices and agencies.

Sincerely,

*/s/ David C. Iglesias*

David C. Iglesias  
United States Attorney

# A Message from the Albuquerque-Santa Fe Federal Executive Board Director

*John Kwait*



Administrative Professionals:

A warm welcome to all from the Albuquerque-Santa Fe Federal Executive Board! We are pleased that you are able to join us for the 2006 Administrative Professionals Conference.

I am new to the Executive Director position, and this is my first experience participating with the conference. I will be learning and growing along with all of you. The knowledge and skills gained at this conference will help all participants continue to provide the administrative support that is the backbone of the Federal Government.

The conference will also will provide a great opportunity for you to share your experiences with other Administrative Professionals from other agencies. I encourage you to share with others what is working well and maybe not so well in your office. We can learn a lot from each other.

Please join me in thanking the planning committee for their hard work in coordinating this conference and their commitment to its success.

Again, welcome to the conference and remember:

You are an Essential ***Piece***.  
You are an ***Essential*** Piece.  
You ***are*** an Essential Piece.  
**You** are an Essential Piece!

*/s/ John Kwait*

John Kwait  
Director, Albuquerque Santa-Fe  
Federal Executive Board

# Keynote Speaker

## *Thelma Domenici*



Thelma Domenici is a vital and active member of the business and philanthropic communities in the state of New Mexico.

As president of Thelma Domenici & Associates, Thelma combines her business acumen and social savvy to share with professionals to preteens the contemporary social skills that bring personal confidence and success. The first of their kind in the Southwest, these high-energy, interactive etiquette programs she and her team design and present teach everyone from executives to second graders that good manners never go out of style.

Along with dynamic etiquette instruction, Thelma uses her more than 30 years of professional corporate leadership experience to offer nationwide Workplace Assessment and Corporate Coaching services that provide growing organizations and their leaders the tools to stay successful.

Thelma is an international speaker with business and personal networks spanning coast to coast. Her clients include Wells Fargo Bank, Bank of America, Emory University, University of New Mexico, and American Women's Activities, Germany.

Thelma's unassuming style and sense of humor reach across the country through *Ask Thelma*, a weekly etiquette advice column distributed nationally by the Scripps Howard News Service and appearing each Tuesday in the Albuquerque Tribune. Her reach extends further through the Thelma Domenici & Associates web site, [www.askthelma.com](http://www.askthelma.com).

Thelma's vast leadership experience includes the position of president of Hospital Home Healthcare, where she successfully grew that organization while fostering a healthy team environment and providing quality service.

She also served as president of St. Joseph Healthcare Corporation, executive liaison officer of Samaritan Health Care System, and associate executive secretary for the U.S. Department of Health, Education, and Welfare. She holds a Master's Degree in Institution Administration from Michigan State University, where she graduated first in her class.

Thelma's leadership skills and contributions to her community have been acknowledged by several organizations through awards. She has received the U.S. Health, Education, and Welfare Secretary's Special Citation Award and the Female Executive of the Year Award from the National Association of Female Executives. Leadership Albuquerque recognized her with the Outstanding Community Service Award. She is a member of Kappa Kappa Gamma Honor Society and she has been nominated for a YWCA Women on the Move award.



In addition to currently growing Thelma Domenici & Associates, Thelma serves actively on some of the State's most important boards and committees.

Governor Bill Richardson appointed Thelma to the New Mexico Museum Board of Regents and the board elected her to serve as its Secretary. Through this board, Thelma works with the State Secretary of Cultural Affairs to oversee museums in Santa Fe, the National Hispanic Cultural Center in Albuquerque, and New Mexico's State Monuments.

Thelma serves on the Catholic Foundation of the Archdiocese of Santa Fe Board as Chair of the Nominating Committee and as a member of the Executive Committee. She also chaired the Grants Awards Committee for three consecutive years, distributing grants throughout the entire Archdiocese.

On the University of New Mexico Foundation Board, Thelma serves as Chair of the Nominating Committee and on the Executive Committee. She also is a member of the UNM President's Scholarship Program.

Thelma serves as Secretary of the Albuquerque Museum Foundation Board. She chaired the foundation's Notable New Mexican event in 2004 honoring author Tony Hillerman and in 2005 honoring Senator Pete Domenici. The event is identified as the leading social and fundraising event of the year.

Her service also includes the Rotary Club of Albuquerque Board, where she helped organize its first major fundraising event and gala celebration.

Not new to taking action in her community, Thelma has served on the boards of ACCION, UNICEF, DARE, and as Honorary Commander of AFOTEC at Kirtland Air Force Base. Thelma also was one of three individuals who organized and opened the first Albuquerque Children's Museum, now known as Explora Children's Museum, and played a significant role in establishing its first Board.

# Keynote Speaker

## *Dr. Irene Blea*



Dr. Blea is an acknowledged expert in applied social science, linking theory to practice. She is a highly published New Mexico author, with an extensive list of professional articles, books, and presentations on the subject of race, class, and gender relations. During national and international lectures, keynote and other public addresses she has extended her analysis to physical, emotional, and spiritual healing from racism and sexism. Dr. Blea retired from California State University-Los Angeles as a tenured, Full Professor and Chairperson of the Department of Mexican American Studies. Her books are required reading in many university classrooms. Her ninth book is entitled, The Feminization of Racism: Promoting Global Peace in American (Greenwood, 2003).

She earned her Ph.D. in Sociology at the University of Colorado, Boulder, and has been a consultant and guest on television and radio for more than thirty years.

She is also an award-winning poet. She has received awards for scholarly, poetic, and community endeavors. Dr. Blea is a New Mexico Humanities Endowment Council Lecturer, and is considered an expert on Southwest history, language, and culture.

"No day is so bad that it can't be fixed with a nap."

Carrie Brock

# Color Guard

## *Rio Rancho H.S. MCJRTOC*

**L** April 5<sup>th</sup> & 6<sup>th</sup>, 2006  
t. Col R.W. Ingles, USMC (Ret)  
Senior Marine Instructor  
Rio Rancho H.S. MCJROTC  
301 Loma Colorado, Blvd NE  
Rio Rancho NM 87124

Cadet Major Lance Brown  
Cadet Captain Jesse Morey  
Cadet Gunnery Sergeant Christopher Livingston  
Cadet Gunnery Sergeant Danielle McTeigue-Garcia  
Cadet Lance Corporal Natalie Mason

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# National Anthem

## *Aurelia B. Harris*

April 5<sup>th</sup> & 6<sup>th</sup>, 2006

**A** urelia is employed with the USDA Forest Service.

## Workshop Topics

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### Self Defense in the Workplace

Officer Trish Hoffman



Trish Hoffman moved to Albuquerque in 1995 and began her career with the Albuquerque Police Department. Trish has been with APD for the past ten years and has worked all over the city as a patrol officer. She is a training officer, a crisis intervention officer, a defensive tactics instructor, a ground control instructor, and has taught at the APD training academy for several years.

In 2000, Trish started a program "Women against Crime" reaching out to women in the community and teaching them safety and awareness along with numerous different classes on how to protect themselves and how not to be a victim. Her classes range from eight weeks to a one hour presentation all over the city. There are waiting lists to get into

Trish's classes. She speaks to numerous professional organizations, the girl scouts, youth groups, senior centers, Honeywell, Intel, women's groups of all types, and even the Masonic Lodge, just to name a few.

Trish was chosen as a part of the Chief's staff in August 2003 to be the Public Information Officer (PIO), which handles all media inquiries for the Police Department. She also handles public relations and education coordination for APD. She has a monthly television show on GOV 16, in which the goal is to educate the public on policies, procedures, and operations of the Police Department.

Trish is currently working on her Master's Degree in Public Administration, and hopes to be promoted in the Police Department during her career.

Trish is a 2004 Recipient of the Governor's Award Women of the Year and also the youngest woman to be inducted into the Hall of Fame for the Governor's Award. In March 2005 she was recognized for "Women Changing America" Award through Congresswoman Heather Wilson's office.

In her spare time, which is few and far between, she enjoys hanging out with her two dogs and a cat. She loves to fly fish, workout, and travel.

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## Unleash Your Potential!

### How to Be the One Administrative Professional Your Organization Can't Live Without



There's never been a better or more exciting time to be an administrative professional. As smart organizations ask more of their admins, new doors are opening with increased opportunities, greater responsibilities, and stimulating challenges.

You can take advantage of these opportunities — and achieve the successful, meaningful work we all want — by using a few smart and simple strategies.

Discover:

- the different to-do list that will make you jump out of bed in the morning
- how to unlock your remarkable strengths — and use them to improve your work
- 10 great ideas to help you make the most of your time
- the secret to stopping harmful self-sabotage
- the top 5 ways to feel better fast when you're upset or angry
- 2 tips for staying cool when you feel overwhelmed
- why we procrastinate and how to stop — now
- the best ways to get more energy in just minutes a week
- how to maximize your contributions to your manager and your department

This smart, funny, and practical program will give you ideas and inspirations to work smarter, supercharge your results, and achieve the rewarding career you deserve.

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## Get to Your Goals! How to Accomplish Your Work & Life Priorities

Consider this: What would your work and life be like if you accomplished ALL of your goals?

Most of us start a new year with great plans for success, health and happiness; but despite our best intentions, our hopes often evaporate by February or March!

With simple planning and smart actions, we can refocus our time, energy, and abilities to create a year filled with accomplishments, progress, and successful goals. Find out:

- Using the idea of "the little win" to get great momentum
- The 15 most important minutes of your day

- How to break large goals and projects into great – and achievable – first steps.
- Smart ways to get back on track when you get sidetracked
- The amazing way a simple Post-it note can change your life!
- Why a support network will help you get where you want to go!
- A great way to use “micro steps” to make continual progress
- 2 quick tips for getting unstuck on the things you’ve always wanted to do
- How to recommit to your New Year’s resolutions and plans – at any time of the year!

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## Sharpen Your Productivity: How Even the Busiest Admin Can Get More Done

“Stress and fatigue are rarely caused by the things you have done, but by the thought of what you haven’t done!”

Sound familiar? That quote rings true for many of us, because we’re all trying to get more done. Intense workloads, non-stop stress, and added responsibilities can cause us to feel that we’ll never catch up.

Fortunately, we can supercharge our productivity and cross more off our to-do lists; learn:

- An amazing way to simply get tasks done faster!
- How to stay focused when you’re interrupted frequently
- A savvy way to increase your productivity by 25%
- Too much work to decide priorities? Try this easy method
- 10 ideas for conquering procrastination
- 2 tips for staying cool when you feel overwhelmed with work
- How to use “micro” chunks to get more done
- Why communication is critical to your productivity
- How perfectionism crushes your productivity
- The 15 most important minutes of your day

**Shari Peace** is an international speaker, author, and president of Peace Talks, a professional speaking firm that assists individuals in supercharging their work performance and achieving outstanding personal happiness.

Shari has delivered presentations and training for a wide variety of leading organizations, associations and Fortune 500 companies across the U.S. and Canada.

She is the author of ***Crank It Out! How to Get More Done -- at Work & in Your Life !***, which features hundreds of tips for achieving increased personal and professional productivity.

Shari was formerly the coordinator of the Self-Help Clearinghouse and assisted individuals and organizations in effectively utilizing self-help and motivational resources. As a project manager for the Huffy Corporation, she developed training and instructional materials for projects involving the country's leading manufacturers and retailers. She also served as an editor for the American Running & Fitness Association in Washington, D.C., a nonprofit organization that encourages individuals to exercise and lead healthy lives.

A native of Dayton, Ohio, she graduated summa cum laude from the E.W. Scripps School of Journalism at Ohio University with a specialization in newspaper journalism.

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## Managing Through Influence

We are not always in the position of being the boss -- to call the shots and lead from "top of the pyramid". Getting things done at work and in our own lives often requires influencing others, both above us and at peer levels, to achieve the results we need and value. This session provides an introduction to "social styles" and the principles of "influence" as the means to manage, lead, and communicate from anywhere in the organization, regardless of positions or titles. Through interactive discussions and group work, participants will examine techniques for communicating and leading among peers, and for managing upward. Power might be mandated and assigned through position titles, but real meaningful results are always achieved through influence. Come learn what this means.

Objective: Introduce participants to the basics of social styles and using that knowledge to influence others – particularly peers and superiors, to achieve positive results.

Benefits/Outcomes: Participants will be able to:

- Describe a framework for understanding the basics of communication and social styles
- Practice tailoring their communications and interactions with others using knowledge of social styles
- Explore the basic principles of "influence" and some concrete techniques for getting results in peer groups and with superiors

**Mia Logan:** Mia is a partner in Logan Training and Development, Unlimited, and international consulting and training firm. Ms. Logan has a background as an instructional designer and performance improvement consultant with considerable experience in a manufacturing environment. Ms. Logan has collaborated with her customers to perform needs assessments, determine strategies, design training interventions, and develop the necessary materials to meet their requirements.

Mia has instructed numerous courses within the public and private sector, and more specifically, within high tech environments. Ms. Logan holds a Master's Degree from the University of New Mexico in Organizational Learning and Instructional Technologies. Her undergraduate degree is in Business from New Mexico State University. She is a current member of the American Society of Training and Development, SHRM, ISPI, and AMMA. Mia has been appointed to the DTRA grant at UNM as a program manager. She is excited about working with this grant because she will be supporting training transformation for the Department of Defense through assessment and evaluation. She will design and develop programs, collaborate with other UNM departments to enhance the program, and implement new policies and procedures. Mia will be an integral part of this endeavor over the next year in an effort to develop some new skill sets in distance training delivery.

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## Be the Change You wish to See in the World

Sometimes it is hard to make changes in the world. We often feel as though we are not making a large contribution on the world around us. This session will support you in looking at ways that you can make one change in your life and how "living that change" can support your work and impact others in your environment. We will support you in identifying one thing that you want to change in your behavior, establish how you will hold yourself accountable and what will it take for you to sustain that one change in your life. We will put together an "action plan" on how you can support your learning and create an environment that can support you to make that change. Come and explore "what a difference you can make in the world".

Objective: Discuss the concept of change and explore the idea of the impact that "one" can have on the world through empowering themselves to make a change.

Outcome/Benefits

Participants will be able to:

- Describe what "change" means to them
- Realize "how their changes impact everyone else"
- Discover one change they want to make in their life
- Establish an action plan to make that change happen

**Mia Logan:** Mia is a Partner in Logan Training and Development, Unlimited, and international consulting and training firm. Ms. Logan has a background as an instructional designer and performance improvement consultant with considerable experience in a manufacturing environment. Ms. Logan has collaborated with her customers to perform needs assessments, determine strategies, design training interventions, and develop the necessary materials to meet their requirements.

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## The 5 Dysfunctions of a Team

This workshop will provide a basic overview of the five behavioral challenges all teams must continuously work to avoid.

Like it or not, all teams are potentially dysfunctional. This is inevitable because they are made up of fallible, imperfect human beings. From the basketball court to the executive suite, politics and confusion are more the rule than the exception. But the power of teamwork is great. The founder of a billion dollar company best expressed that power when he once said, "If you could get all the people in an organization rowing in the same direction, you could dominate any industry, in any market, against any competition, at any time."

Whenever a group of leaders hears this adage, they immediately nod their heads, but in a desperate sort of way. They seem to grasp the truth of it while simultaneously surrendering to the impossibility of actually making it happen.



Fortunately, the causes of dysfunction are both identifiable and curable. However, they don't die easily. Making a team functional and cohesive requires extraordinary levels of courage and discipline.

**John McNair** is a Transition Change Management and Team Development Specialist for Intel Corporation. John's interest in increasing individual and team performance began while serving as a US Peace Corps Volunteer as a vocational agricultural school instructor and extension agent in the Philippines during the mid-1980s. John formalized his Peace Corps experience with a Master's Degree in International Management-Human Services from the School for International Training, advanced training from Columbia University's Organization Development & Human Resource Management program, and an Executive MBA from the University of New Mexico. John instructs a variety of performance management and leadership courses for Intel University, including Situational Leadership II.

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## Basic Excel

**Jane Betterton:** Jane is the principal facilitator for BTS. Since 1992, she has utilized best practices in project management to provide practical solutions in today's dynamic and complex organizational structures. She has extensive strategic planning, project management, organizational and personnel development experience. With her academic and professional background in Chemical Engineering, R&D type manufacturing, pharmaceuticals, and software development, Jane has specialized in complex technical environments. Jane is an expert in MS Project and Microsoft Office applications and their use in communication effectively in an organization.

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## Lighten Up

Lighten Up! Is an 8-week program designed to help you become healthier, wiser, and in the end, lighter. This session is just on presentation of the 8-week program that is offered through Federal Occupational Health. The Lighten Up! Program is about eating smarter, making diet modifications and exercise. Good information with summer on its way.

**Donna Barletta:** Donna is a nurse with the Federal Occupational Health Center in the Dennis Chavez building.

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## Lifestyle Changes

This is an informational session geared to help you look past the usual reasons for not eating right or exercising. Sometimes we are our own worst enemy in what we do (or don't do) and what we put into our mouths. Learn to take steps to modify your daily routine and reap the health benefits.

**Donna Barleta:** Donna is a nurse with the Federal Occupational Health Center in the Dennis Chavez building.

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## Reading Food Labels

What does the food label really tell us besides the calories per serving? What is a serving? Learn to make adjustments to your diet that will benefit you from now on.

**Donna Barleta:** Donna is a nurse with the Federal Occupational Health Center in the Dennis Chavez building.

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## I Will Exercise

This workshop looks more closely at why exercise benefits your health, your appearance, and your frame of mind. You will get information on safe exercise and how to build up your endurance. You will learn how to monitor your progress so that you can continue to challenge yourself to better fitness.

**Donna Barleta:** Donna is a nurse with the Federal Occupational Health Center in the Dennis Chavez building.

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## Managing Change

Is it hard for you to ask the tough questions? Do you struggle with the courage to do things differently? What does it take to have the courage to lead yourself differently? In this session, you will learn the meaning of courageous leadership and the skills it takes to have the inner strength to be a leader in these times of change. Join us for some interactive activities and dynamic dialogue about leadership.

**Kelly Salazar:**

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## Suspicious Mail Handling

How to recognize and deal with suspicious mail items.

**Christopher Lowder:** is a Postal Inspector with the Inspection Service Albuquerque office. He serves as the local coordinator for the Inspection Service response to hazardous chemical and biological substances in postal facilities. Inspector Lowder has prior experience as a Narcotics Investigator in Los Angeles, and as a Computer Forensic Analyst.

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## Identity Theft

*"The Game of the Name"*: This presentation is designed to bring awareness to citizens in the importance of safeguarding your identity and ways in which you can be proactive to ensuring your personal information is not compromised. Participants will be provided a *USPIS Resource Guide* as an aid to assist them should they fall victim to identity theft.

**Elizabeth Guevara:** I was born and raised in New Mexico, the beautiful Land of Enchantment, and have close ties to both the northern and southeastern parts of the state. I lived the majority of my life in the North Valley area of Albuquerque where my family still resides today.

I graduated from Valley High School, home of the Valley Vikings, Albuquerque, NM. Subsequent to graduating from high school, I attended the University of New Mexico where I received a B. A. in Criminal Justice with emphasis in SW Studies. I have attended two national law enforcement academies, FLETC in Glynco Georgia and Potomac, Maryland where I received certification as a Federal Law Enforcement Agent for the Department of Justice and the US Postal Inspection Service.

After college, I became employed with the federal government where I worked as a law enforcement officer for the past 18 years. Initially, I worked for the United States Marshals Service as a Deputy US Marshal for approximately 8 years. I was assigned to the Federal Judicial Districts of New Mexico and the Northern Indiana.

In 1995, I became a US Postal Inspector and was assigned to Seattle, Washington, as a field agent where I worked primarily mail theft offenses. In 2002, I was promoted to the position of Program Manager where I worked with the International Security Group at our National Headquarters in Washington, DC. In this position, I acted as "ambassador" to the US Postal Service and the United States with regard to international mail security initiatives.

In December 2005, I was promoted to a supervisory position within the US Postal Inspection Service. I was assigned the field office in Albuquerque, NM, in which I was given supervisory responsibility for six employees and oversight for investigations and security matters within the state of New Mexico.

Throughout my career as a postal inspector, I have routinely participated in seminars and conferences that have included topics such as Identity Theft and the relation to mail theft and other fraudulent activities. My presentations have been shared with anti-crime initiatives both nationally and globally throughout the law enforcement and postal entities. I have also attended meetings held by community groups and organizations to assist them in providing crime prevention tips to citizens.

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## Internal & External Communications

- Writing
- E-mail
- Memos
- Letters
- Communicating with each other
- Communicating with difficult people
- PowerPoint presentations
- How to deal with the media
- Video examples

**Ernie Watson:** Ernie Watson's career as a federal employee began in August of 1995 when he was appointed as USDA Rural Development's Public Information Coordinator (PIC). As Rural Development's spokesperson, Watson is responsible for all marketing including public information and outreach disseminated to the media and public. In June of 2003, Watson was appointed as the Coordinator of the Office of Community Development (OCD). In this capacity he oversees one Enterprise Community, six Champion Communities and the National Center of Excellence grant program. The OCD program also helps rural New Mexico communities with their community development strategic planning.

Watson began his career as a television newsman in 1971 in Albuquerque at KOB-TV (NBC affiliate) where he was a general assignment reporter. While at KOB-TV in 1974, Watson was appointed as the Santa Fe bureau chief and political reporter. In 1977, Watson became an anchorman at KLAS-TV (CBS affiliate) in Las Vegas, Nevada. Then in 1979, he became the bureau chief for KSBY-TV in Santa Barbara California. Watson returned to Albuquerque in 1981 to become the host and editorial editor for ABC affiliate KOAT-TV's "Speak Out on Seven" segment until 1987.

After leaving television news, Watson created 'Video Images' a media consulting firm specializing in media relations and communication. Watson also had contracts with both the City of Albuquerque Fire Department and the Bernalillo County Sheriff's Department to provide the services as Public Information Officer (PIO) for both departments. In both of these positions, Watson received several awards for the work he did in marketing and public information.

While working with the federal government Watson held the position as chairperson for the Federal Executive Board's Public Affairs Council for one year. In this position, Watson helped organize various federal public affairs officers to provide positive media and marketing for the FEB. Also, in 2003 Watson was called upon by USDA Rural Development Under Secretary Tom Dorr to lend his expertise help redesign the national marketing planning for USDA Rural Development. This assignment included the redesign of the agencies logo, mission statement, and marketing plan.

Watson resides in Albuquerque and is married to Sally and has three children Rachelle (23 years old), Alan (20 years old) and Sarah (who is 7 years old).

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## Stress Management

- Everybody talks about stress but, what is it exactly?
- Can some stress be good?
- Are there ways to handle stress?

This seminar is designed to teach employees about stress – the good and the bad, how it affects us and how it can be managed. Participants will learn practical ways of identifying and then managing the stressful situations they currently face and those which could occur in the future.

**Richard Fajardo:** Mr. Fajardo maintains a Master's of Art in Clinical Counseling/Psychology licensed and certified in New Mexico. He has over 15 years of mental health experience addressing a wide range of multi-cultural issues. Mr. Fajardo was on the first team leaders sent by Federal Occupational Health to New York and Washington D.C. to provide clinical intervention post 9/11. Mr. Fajardo maintains extensive experience consulting with federal and private organizations surrounding healthy workplace, organization changes, conflict, and threat of violence. Mr. Fajardo has extensive experience presenting on a wide range of health promotions for federal, private, and union organizations.

Shari A. Cox MSW, LISW: is an Employee Assistance Counselor with Federal Occupational Health. She received her Masters in Social Work from New Mexico Highlands University in 1998 and has achieved the level of Licensed Independent Social Worker. During her education at New Mexico Highlands University, Shari interned at Kirtland Air Force Base Family Advocacy Program and the University of New Mexico EAP. After graduate school, Shari worked for Albuquerque Public Schools for seven years prior to continuing her work in employee assistance. Shari has experience in behavioral health, wellness and crisis intervention.

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## Burnout: Hitting the Wall

When someone has stress, or it lasts too long, it can be harmful. Burnout is one outcome that can occur as a result. Burnout has two central features:

- Physical and mental exhaustion.
- Loss of motivation to work.

However, burnout can be prevented. Preparing for stressful situations and thinking differently when they occur are ways to prevent burnout. The way one perceives stress has a great impact on how the stressor affects the person. Simply changing the thought process and approach to a situation can greatly influence the effect the stress has on the person.

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## The Healthy Lifestyle

Healthful foundations such as positive self-esteem and a holistic health outlook are central to a healthy lifestyle. Mental fitness is key in sustaining the nutrition and physical goals we set. This workshop will also provide a general education about fitness guidelines and choice and provide you with skills to change old habits.

**Shari A. Cox** MSW, LISW: is an Employee Assistance Counselor with Federal Occupational Health. She received her Masters in Social Work from New Mexico Highlands University in 1998 and has achieved the level of Licensed Independent Social Worker. During her education at New Mexico Highlands University, Shari interned at Kirtland Air Force Base Family Advocacy Program and the University of New Mexico EAP. After graduate school, Shari worked for Albuquerque Public Schools for seven years prior to continuing her work in employee assistance. Shari has experience in behavioral health, wellness and crisis intervention.

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## PowerPoint

The Point of MS PowerPoint

This hands-on workshop explores basic PowerPoint presentation concepts. Learn how to build slides incorporating text and images, work with presentation designs, print audience handouts and final presentations.

**Mary Byrd:** Mary Byrd is the owner of MDB Consulting, and is a Microsoft Office Certified Master Instructor and Microsoft Certified Professional. She has been helping adults learn various computer software applications since 1989. She currently specializes in the Microsoft Office applications, Outlook, Project, Publisher, Intro to PCs and Windows operating systems. Incorporating fun and real world examples into all of her classes is a priority, as is learning from her students. Along with instruction, Mary also performs project management, data migration and office automation consulting throughout the southwest. Mary is a Colorado Springs native and has lived in Albuquerque since 1993.

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## Basic Excel

### Understanding MS Excel

This hands-on workshop explores basic Excel worksheet concepts. Learn how to organize and enter data, create simple formulas and build functions, format and print worksheets.

**Mary Byrd:** Mary Byrd is the owner of MDB Consulting, and is a Microsoft Office Certified Master Instructor and Microsoft Certified Professional. She has been helping adults learn various computer software applications since 1989. She currently specializes in the Microsoft Office applications, Outlook, Project, Publisher, Intro to PCs and Windows operating systems. Incorporating fun and real world examples into all of her classes is a priority, as is learning from her students. Along with instruction, Mary also performs project management, data migration and office automation consulting throughout the southwest. Mary is a Colorado Springs native and has lived in Albuquerque since 1993.

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## The Power of Office Politics

### **Workplace Politics – *Don't let the 'Dark Side' get you down***

When politics are misused to gain an unfair advantage, it makes others angry about "office politics." However, the political process is simply a communication system, and it is important to understand how the system works and see that it is used honestly to keep the working environment safe and productive. Participants in this workshop will learn how to recognize and deal with self-serving political behavior and how to help the team find its way to the highest good.

**Gregory Lay:** Gregory Lay is the author of the **Workplace Politics™** series of workshops, and speaks to corporate and government workers throughout the nation. His premise is that every organization is driven by the political process, so it is important for everybody in the organization to understand that process and to participate in it fairly. He has been praised as "inspiring" and for giving "the best explanation I've heard for why people act the way they do." On the other hand, his audiences must endure really corny jokes.

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## Eliminate Toxic Politics

### **Power Talk – *Communicate with Influence***

How we present ourselves and our ideas goes a long way toward influencing our teams. When you want to be heard, you've got to be a skillful communicator. Participants in this workshop will learn simple techniques for organizing your thoughts, maximizing your verbal and written expression, and reinforcing your most important points.

**Gregory Lay:** Gregory Lay is the author of the **Workplace Politics™** series of workshops, and speaks to corporate and government workers throughout the nation. His premise is

that every organization is driven by the political process, so it is important for everybody in the organization to understand that process and to participate in it fairly.

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## Packaging Yourself

"Packaging Yourself" includes tips on how to:

- Write a resume
- Critiquing job descriptions
- Understanding a model for how employers select individuals
- Interviewing tips
- Development of a career portfolio

**Rochelle Lari:** Rochelle Lari is the Program Leader for the Sandia National Laboratories Diversity Leadership Program. She is responsible for leading the development of strategies, initiatives, and tactics in the areas of culture change, awareness development, organizational effectiveness and interventions, metrics management, marketing, and diversity communications and community interactions. Rochelle has been at SNL since 1982 and has worked in a variety of administrative and technical organizations. These include Management Development & Training, Reactor Safety, Contract Auditing, Budgeting, and Compensation & Job Evaluation. For eight years, she was the Human Resources Representative for several technical divisions where she provided management & employee counseling.

Rochelle was one of the original Diversity Champions at Sandia and has had extensive training and experience in creating a high performing, inclusive organization at Sandia and is a Diversity Master Trainer through the Diversity Institute: Center for Organizational Effectiveness in Diversity. Rochelle is a firm believer in recognizing the uniqueness and qualities that every individual brings to the workplace and enjoys the challenge of working with organizations in creating an inclusive, high-performing work environment. She recently celebrated 23 years of marriage to her husband Mohammad Lari and has two sons, Daniel who is 20 and Joseph who is 18.

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## GSA Advantage

During this one-hour IACET CLP certified course you will learn about GSA’s award winning e-commerce shopping site that makes it easy for federal employees to order supplies and services via the Internet! GSA Advantage allows you to create your very own on-line shopping homepage by registering with a user id and password, storing your method of payment whether it is by SMARTPAY Government wide credit card and/or activity address. It allows you to create shopping carts that you name, reorder from previous



orders and obtain status and/or history reports. Advantage now offers multiple shipping addresses as well and deleting old ones.

**Patricia Cottrell:** Ms. Cottrell has been with the Federal Government for 27 years. Currently, Ms. Cottrell is responsible for the customer service duties for the State of New Mexico and El Paso, Texas. She provides advice, assistance, and information to other agencies and customers regarding logistical support for GSA products and services. Responsibilities include marketing research, public relations, customer outreach to promote these GSA supplies and service. She is also responsible for marketing of services and other agency business lines along with customer support to all levels of agency personnel. Ms. Cottrell assists vendors on Federal Supply Schedule with locating opportunities and marketing to the federal, tribal and state local governments. She is currently the Vice President of the Rio Grande Chapter of National Contract Management Association – NM.

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## E-Buy

E-Buy is a component of GSA Advantage. It is an online request for quotation tool designed to facilitate the request for submission of quotations for a wide range of commercial supplies and services that are offered by GSA Schedule contractors who are on GSA Advantage.

**Patricia Cottrell:** Ms. Cottrell has been with the Federal Government for 27 years. Currently, Ms. Cottrell is responsible for the customer service duties for the State of New Mexico and El Paso, Texas. She provides advice, assistance, and information to other agencies and customers regarding logistical support for GSA products and services. Responsibilities include marketing research, public relations, and customer outreach to promote these GSA supplies and service. She is also responsible for marketing of services and other agency business lines along with customer support to all levels of agency personnel. Ms. Cottrell assists vendors on Federal Supply Schedule with locating opportunities and marketing to the federal, tribal and state local governments. She is currently the Vice President of the Rio Grande Chapter of National Contract Management Association – NM.

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## Codependency/Substance Abuse



**Marcy Matasick, LLC:** Marcy has her own private practice in Albuquerque, New Mexico, and has been in Albuquerque for the past five years. She has over 31 years of experience in the field and has a broad range of experience, including managed care.

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## Communication/Negotiation/Assertive Skills for Couples, Families and in the Workplace



**Marcy Matasick, LPC:** Marcy has her own private practice in Albuquerque, New Mexico and has been in Albuquerque for the past five years. She has over 31 years of experience in the field and has a broad range of experience, including managed care.

## Administrative Professionals Conference Committee

- Elizabeth Gallegos
- Kathy O'Connor
- Theresa Olecksiew
- Virginia Tafoya
- Max Casaus
- Jane Sisneros
- Andrew Sencak

## Administrative Professionals Volunteers

- Janie Jones
- James Bradshaw
- Linda Franks

## Thank You for Your Support

- Department of Energy/ NNSA Training Center
- Veterans Affairs Regional Office
- Government Employees Health Association
- Bureau of Land Management – Albuquerque District Office